

SEPTEMBER 9 & 10, 2004: CHICAGO/OAK BROOK, IL

Registration Hours: September 9, 12:00pm to 5:00pm
September 10, 7:00am to 2:00pm

Thursday, September 9, 2004: Chicago/Oak Brook, IL

1:00 - 4:00 pm	Pre-Conference Workshop
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Friday, September 10, 2004: Chicago/Oak Brook, IL

7:00 - 8:00 am	Continental Breakfast		
8:00 - 9:30 am	Opening Plenary Session: <ul style="list-style-type: none"> Welcome: Deborah Myers, Conference Chair, 2004 Baldrige Panel of Judges Opening Remarks: Harry Hertz, Director, Baldrige National Quality Program Leadership Presentations: <ul style="list-style-type: none"> John Friel, President/CEO, Medrad, Inc. Paul Gaeto, Vice President, Caterpillar Financial Services (U.S.) Jon Farrell, Controller, Stoner, Inc. Robert A. McKanna, Ed.D., Superintendent, Community Consolidated School District 15 G. Richard Hastings, President/CEO, Saint Luke's Hospital of Kansas City 		
9:30 - 9:45 am	Networking Break		
	Concurrent Sessions		
9:45 - 11:00 am	Strategic Planning and Customer & Market Focus Medrad, Inc. Stoner, Inc.	Measurement, Analysis, & Knowledge Management and Process Management University of Wisconsin-Stout	Leadership and Human Resource Focus Los Alamos National Bank Saint Luke's Hospital of Kansas City
11:15 am - 12:30 pm	Measurement, Analysis, & Knowledge Management and Process Management Caterpillar Financial Services (U.S.) Motorola CGISS	Leadership and Faculty & Staff Focus Chugach School District School District 15	Strategic Planning and Customer & Market Focus Medrad, Inc. Saint Luke's Hospital of Kansas City
12:30 - 1:45 pm	Lunch		
1:45 - 3:00 pm	Leadership and Human Resource Focus Dana Corporation-Spicer Driveshaft* and Commercial Credit Corp. The Ritz Carlton Hotel	Strategic Planning and Student, Stakeholder, & Market Focus Chugach School District School District 15	Measurement, Analysis, & Knowledge Management and Process Management Caterpillar Financial Services (U.S.) Saint Luke's Hospital of Kansas City
3:00 - 3:30 pm	Networking Break		
3:30 - 4:30 pm	Business Town Hall Caterpillar Financial Services (U.S.) Dana Corporation-Spicer Driveshaft* and Commercial Credit Corp. Los Alamos National Bank Medrad, Inc. Motorola CGISS Stoner, Inc. The Ritz Carlton Hotel	Education and Health Care Town Hall Chugach School District Saint Luke's Hospital of Kansas City School District 15 University of Wisconsin-Stout	

*Now Part of Dana Corporation—Torque Traction Technologies Incorporated